



# **DIRECT CARE**

WORKFORCE INITIATIVE

**November 17, 2011**

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**DIRECT CARE**  
WORKFORCE INITIATIVE

**The Direct Care Workforce Initiative: Information and Opportunities to Participate**

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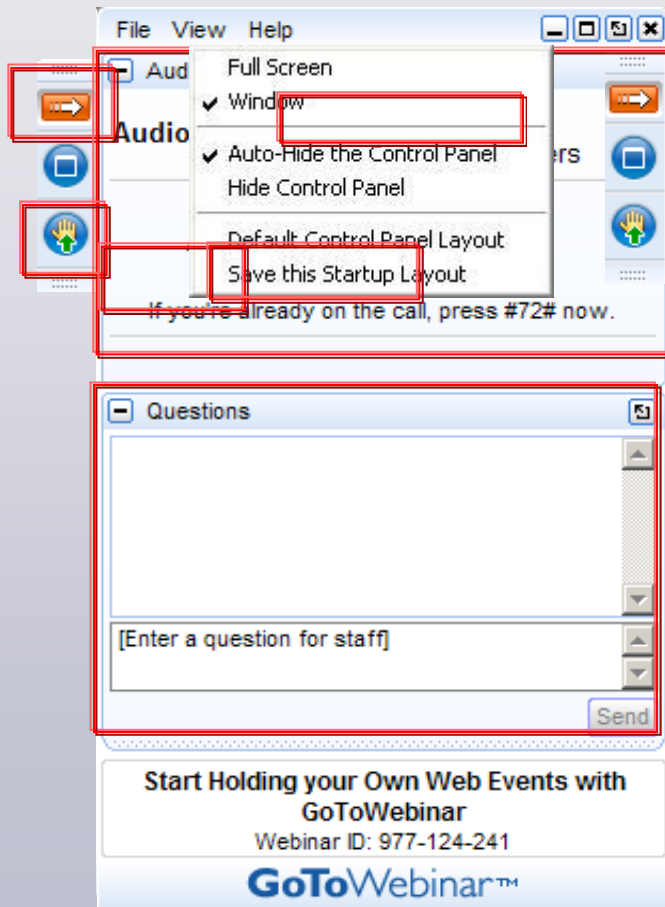
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# About the Direct Care Workforce Initiative

- Iowa is developing a national model for training and credentialing the direct care workforce
- Goal is to ensure a quality and stable workforce
- Key pieces of the Initiative are:
  - Professional recognition of DCPs by offering state recognized credentials
  - Statewide standards for training
  - Career pathways to advance and specialize

# Background

- Legislatively-directed project
- Direct Care Worker Advisory Council includes direct care professionals, employers, educators, and other advocates:
  - They make recommendations to Iowa Department of Public Health about training needs and credentials
  - Estimate size of workforce
  - Conduct outreach
  - Test/pilot the recommendations of the Council

# Who are Direct Care Professionals?

Direct care professional is an umbrella name for the workforce.

Direct care professionals (DCP) are defined as individuals who provide supportive services and care to people experiencing illnesses or disabilities and receive compensation for such services.

## Commonly Called:

- direct support professionals
- direct care workers
- supported community living workers
- home health aides
- certified nurse aides
- and many other job titles

# Why *Direct Care Professional*?

## Direct

The workforce is the front line of service delivery for consumer support and health services.

The workforce is characterized by the depth of the relationships with persons served.

## Care

Describes some of the most important attributes of the workforce – compassion and a sense of commitment and caring about the job they are performing, and the importance of their role in the lives of persons served.

## Professional

Demonstrates the value of the workforce.

Signifies that a worker has demonstrated established standards for education, ethics, and competencies.

# The Direct Care Worker Advisory Council counted how many different job titles for direct care professionals?

A. 10

B. 20

C. 40





# **The Direct Care Worker Advisory Council counted how many different job titles for direct care professionals?**

## **ANSWER**

**C. 40** – The Direct Care Worker Advisory Council identified more than 40 unique titles for individuals providing direct care services in Iowa.

# Where do the majority of direct care professionals work?

**A. Nursing Homes**

**B. Home and  
Community Based  
Settings**

**C. Hospitals**



# Where do the majority of direct care professionals work?

## ANSWER

### B. Home and Community Based Settings

By 2018, home- and community-based direct care professionals will outnumber facility workers by nearly two to one.

# Why Direct Care Professionals Matter

- With an estimated 55,000 workers in 2011, DCPs are Iowa's largest workforce
- Demand for their services is high and growing:
  - Iowa will need 12,000 additional DCPs between 2008 and 2018
  - Number of Iowans over age 65 is increasing – by 2030 they will be 22.4% of population
  - Increased demand for services in people's homes
  - Nurse aides and home health aides in top 10 fastest growing occupations in Iowa
- Direct care professionals provide 70 to 80 percent of all hands-on long-term care and personal assistance for individuals with disabilities, chronic conditions, and the elderly

# CAREER PATHWAYS

### **CORE**

#### **CORE**

Defined as basic foundational knowledge and introduction to profession. All DCWs complete Core as entry to the profession.

- » DCW System
- » Person Centered/Directed Care
- » Communication and Interpersonal Skills
- » Infection Control
- » Documentation
- » Mobility Assistance and Worker Safety

### **HCL**

#### **HOME AND COMMUNITY LIVING**

Defined as enhancing or maintaining independence, accessing community supports and services, and achieving personal goals. Functions may include:

- » Community and Service Networking
- » Community Living Skills and Supports
- » Facilitation of Services
- » Education, Training, and Self-development
- » Advocacy
- » Crisis Prevention and Intervention
- » Building and Maintaining Friendships and Relationships
- » Vocational, Educational & Career Support

### **IADL**

#### **INSTRUMENTAL ACTIVITIES OF DAILY LIVING**

Defined as services to assist an individual with daily living tasks to function independently in a home or community setting. Functions may include:

- » Managing money
- » Driving a car or transportation
- » Using the phone
- » Laundry
- » Shopping
- » Cooking
- » Washing dishes
- » Bed making
- » Light housekeeping

### **PS**

#### **PERSONAL SUPPORT**

Defined as providing support to individuals as they perform personal care activities of daily living. Functions may include:

- » Supervising
- » Coaching
- » Prompting
- » Teaching/Training
- » Supporting

**PERSONAL ACTIVITIES OF DAILY LIVING**

Defined as services to assist an individual in meeting their basic needs. Functions may include:

- » Bathing, back rubs, skin care
- » Grooming — hair care, nail care, oral care, shaving, applying make-up
- » Dressing & undressing
- » Eating — includes feeding
- » Toileting — includes urinal, commode, bedpan
- » Mobility assistance — transfers to chair/bed, walking, turning in bed, etc.

**HEALTH MONITORING AND MAINTENANCE**

Defined as medically-oriented services that assist an individual in maintaining their health. Functions may include:

- » Measuring intake and output
- » Catheter care
- » Ostomy care
- » Collecting specimens
- » Checking vitals — temperature, pulse, respiration, blood pressure
- » Measuring height and weight
- » Range of motion exercises
- » Urinary care
- » Application of TED Hose, heat and cold packs

**EXAMPLES OF SPECIALTY ENDORSEMENTS**

Specialty Endorsements will be developed by experts in those subject or professional areas and approved by the Iowa Board of Direct Care Professionals.

Autism; Alzheimer's/Dementia; Advanced Nurse Aide; Brain Injury; Mentoring; Crisis Intervention; Hospice and Palliative Care; Medication; Mental Health; Paid Nutritional Assistant; Positive Behavior Supports; Psychiatric Care; Wellness and Prevention

## SPECIALTY ENDORSEMENTS

Autism, Alzheimer's/Dementia, Advanced Nurse Aide, Brain Injury, Crisis Intervention, Hospice & Palliative Care, Medication Aide, Medication Manager, Mental Health, Mentoring, Positive Behavior Supports, Paid Nutritional Assistant, Psychiatric Care, Rehab Aide, Wellness & Prevention

Specialty Endorsements will be developed by experts in those subject or professional areas and approved by the Iowa Board of Direct Care Professionals. Specialty Endorsements currently have or may have unique regulatory requirements. Optional education open to all Certified Direct Care Associates. Some Endorsements may be required for workers based on regulations for those specialties.

**Requirements:** Active Certification status

**Credential Received:** Endorsement

**Continuing Education:** Determined separately for each Endorsement. Continuing education completed for a specialty will count toward hours to maintain Certification or Advanced Certifications.

**Title:** Determined separately for each Endorsement.

## CORE TRAINING

CORE

### Direct Care Associate

Basic foundational knowledge and introduction to profession. Required for all direct care professionals, except individuals who are:

- » providing direct care services and are not paid for the services
- » providing direct care services to family and are paid through the Medicaid Consumer Choice Option

**Requirements:** Must meet minimum age for employment and pass a background check to be employed.

**Credential Received:** Certification; must be renewed every two years

**Continuing Education:** 6 hours every two years

**Title:** Direct Care Associate

## ADVANCED TRAINING MODULES

HCL

### Home & Community Living

Services to enhance or maintain independence, access community supports and services, and achieve personal goals.

IADL

### Instrumental Activities of Daily Living

Services to assist an individual with daily living tasks to function independently in a home or community setting.

PS

### Personal Support

Services to support individuals as they perform personal activities of daily living.

PADL

### Personal Activities of Daily Living

Services to assist an individual in meeting their basic needs.

HMM

### Health Monitoring & Maintenance

Medically oriented services to address health needs and maintaining health.

## ADVANCED TRAINING CREDENTIALS

### Community Living Professional

Optional education open to all Certified Direct Care Associates.

**Requirements:** CORE + HCL + IADL + PS + active Certification status

**Credential Received:** Advanced Certification; must be renewed every two years

**Continuing Education:** 18 hours every two years

**Title:** Community Living Professional (CLP)

### Personal Support Professional

Optional education open to all Certified Direct Care Associates.

**Requirements:** CORE + PS + PADL + IADL + active Certification status

**Credential Received:** Advanced Certification; must be renewed every two years

**Continuing Education:** 18 hours every two years

**Title:** Personal Support Professional (PSP)

### Health Support Professional

Optional education open to all Certified Direct Care Associates. Certification is required for individuals performing health support functions in nursing facilities and home health/care agencies.

**Requirements:** CORE + HMM + PADL + active Certification status

**Credential Received:** Advanced Certification; must be renewed every two years

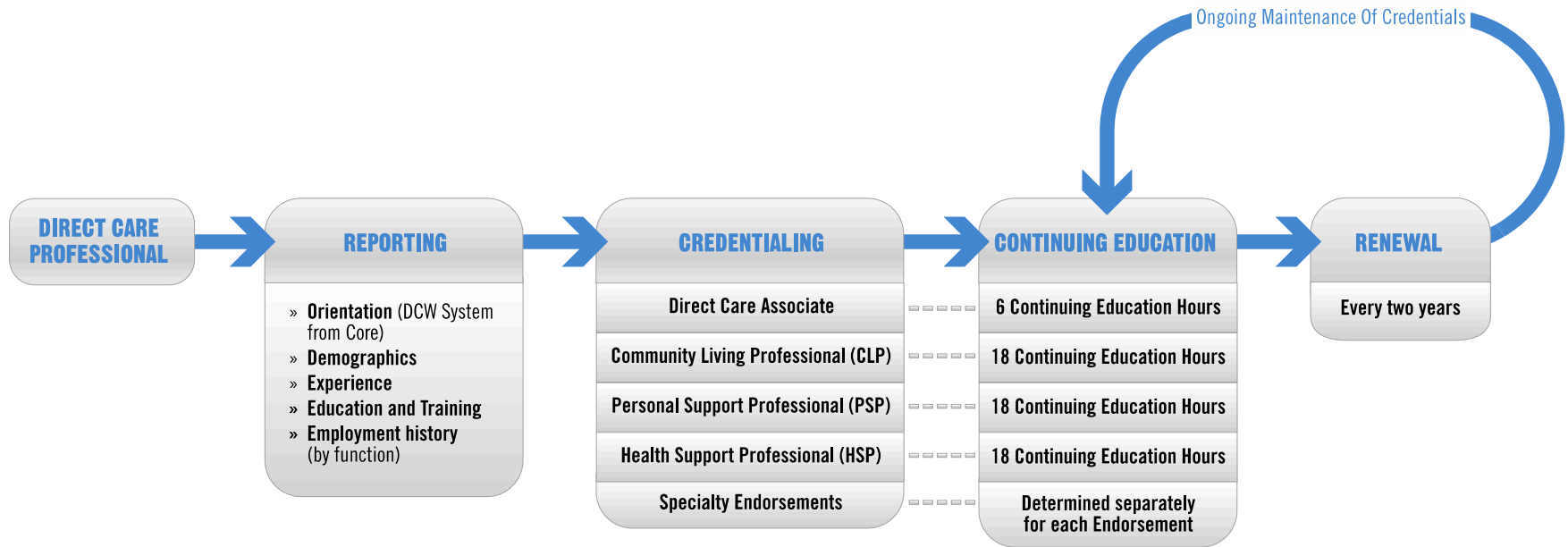
**Continuing Education:** 18 hours every two years

**Title:** Health Support Professional (HSP)



# What Does Credentialing Mean?

- Commonly Recognized Title
- Professional Standards
- Public Trust/Protection
- DCPs govern their own profession –  
through Board of Direct Care  
Professionals
  - Set rules, standards, expectations
  - Direct Care Professionals are majority



## REPORTING

- » The reporting period for current direct care professionals will last two years.
- » Individuals who are working or who have worked in the direct care field and received compensation (paid employment) during the previous five years will be eligible to receive credential(s) that best match their skills and experience.

## CREDENTIALING

- » Direct care professionals will receive the credential(s) that most closely match the skills and job duties they report having performed in their employment positions.
- » Workers may receive multiple credentials, including certifications and endorsements.

## CONTINUING EDUCATION

- » Credentialed direct care professionals will have two years from the date they report and receive their credential(s) to complete their continuing education.

## RENEWAL OF CERTIFICATION

- » Renewal of credentials for all direct care professionals must be completed every two years.
- » All DCPs will be required to report online that they met the continuing education requirements necessary to maintain their credentials.

# Pilot Project

- Pilot underway in two regions to test training and career pathway
- Also providing retention supports, leadership training, and mentor training
- Interim credentials provided during pilot until Board is established
  - Community Living and Personal Support Credentials
- Evaluation to ensure recommendations and approach achieve goals prior to statewide implementation

# Benefits to Direct Care Professionals

- Increased professional recognition
- Leading the profession
- Greater access to training and choice
- State provided credentials
- Ability to advance and specialize
- Portability –training and credentials are yours and will be recognized if you change employers
- Current workers will be grandfathered

# Opportunities to Lead

- Sign up to receive E-Update by email
- Show your support for legislation establishing the Board of Direct Care Professional
- Start using Direct Care Professional
- Talk to your peers
- Become an Initiative Ambassador

# Questions ?

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